



# Behavioral Health Crisis Response Stakeholder Coalition

Statewide Crisis Response Meeting #9



# CRISIS NOW PILLAR #1

Someone to Talk to

# CRISIS NOW PILLAR #1 – “Someone to Talk to”

- 988 Call Center Updates
  - Janet Kittams – CEO, HelpLine Center
- Services Overlay Visualization
  - Nick Oyen – Sage Project Consultants

# CRISIS NOW PILLAR #2

Someone to Respond

# CRISIS NOW PILLAR #2 – “Someone to Respond”

- Review of What We Know
  - Scott Johnson – Avel eCARE
- Mobile Crisis Response – Utilization & Updates
  - Southeastern Behavioral Health Care – Kris Graham, CEO
  - Capital Area Counseling Services – Jennifer Gray, President & CEO
- Other mobile crisis services in development?



## Virtual Crisis Care

*An opportunity to bring virtual behavioral health services to law enforcement and citizens in the “Volunteer State”*

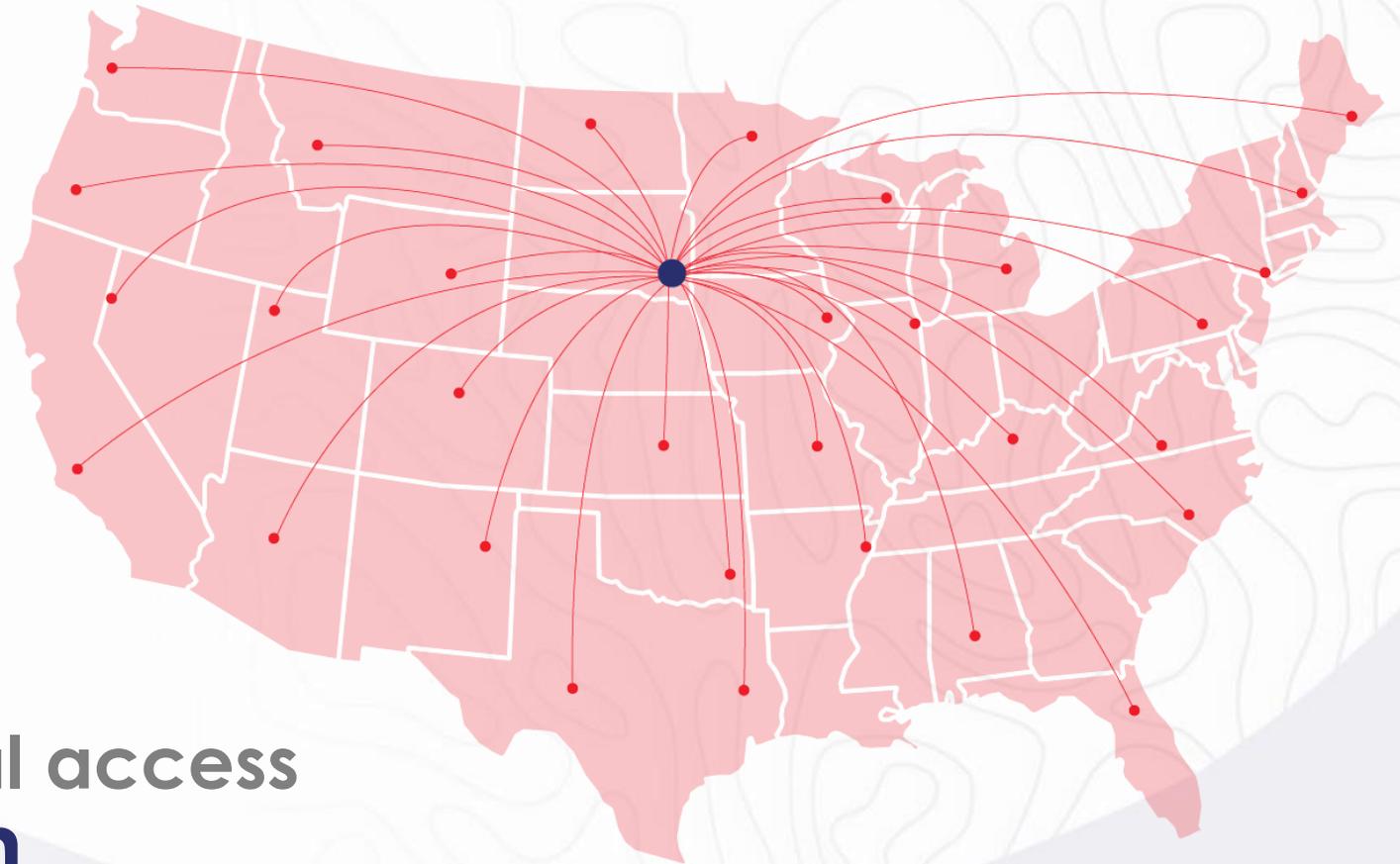


# Background

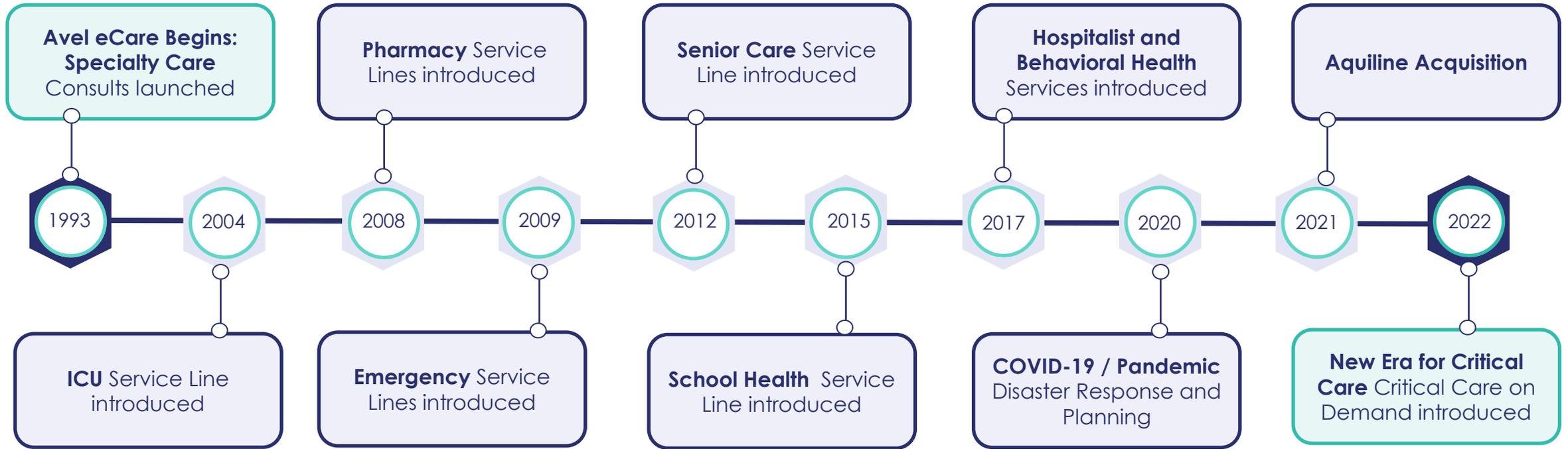
**29+ years**  
of Delivering  
Telehealth Services

Over **650 sites**  
in **32 states**

Serves **17%** of all critical access  
hospitals **in the nation**



# Avel eCare: Three Decades as a Telemedicine Leader



**NEW**



Disaster Response



Emergency Medical Services



Respiratory Therapy



eCare BHS Mobile Crisis

Avel eCare has more than 29+ years of experience building virtual care service lines with a continued pipeline of new developments and innovations

# Virtual Crisis Care

# Virtual Crisis Care

- *Virtual Co-responder model eases burdens on those in crisis and saves costs*
- VCC is delivered through a connected tablet, allowing law enforcement officers from across the state to quickly access skilled behavioral health professionals in the field.
- Avel currently provides VCC services to **40 counties** across South Dakota, and the program has demonstrated up to **80% of individuals in crisis** who receive telehealth-based crisis intervention **do not require transport** and can be **stabilized in their local community**.
- Implementation in process in 13 of 17 counties in the State of Nevada



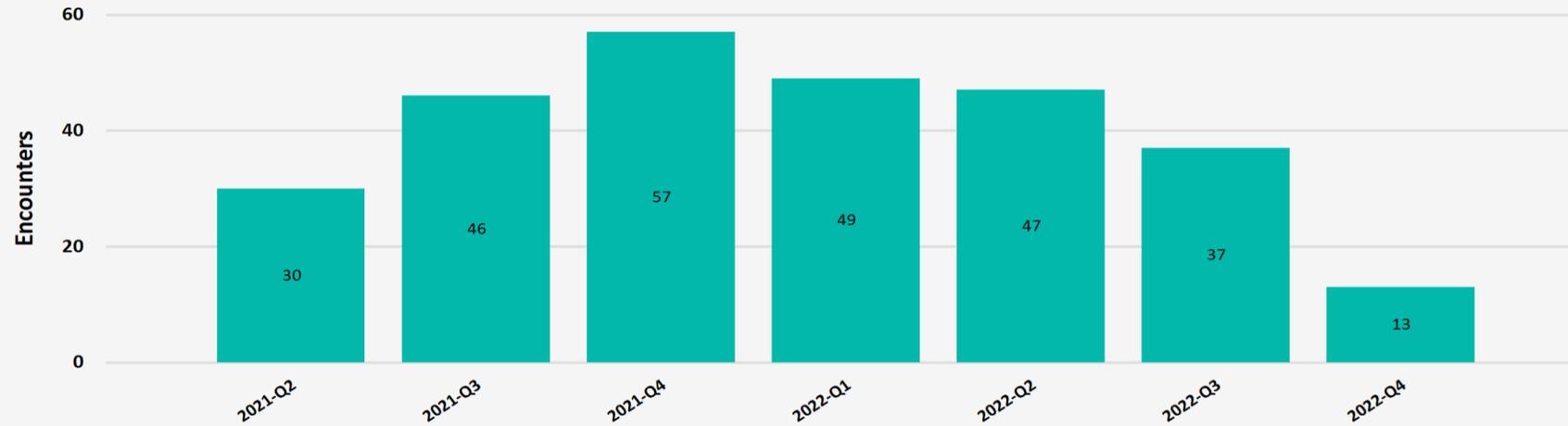
# Virtual Crisis Care in Action

- *Images courtesy of the Butte County Sheriff's Office*

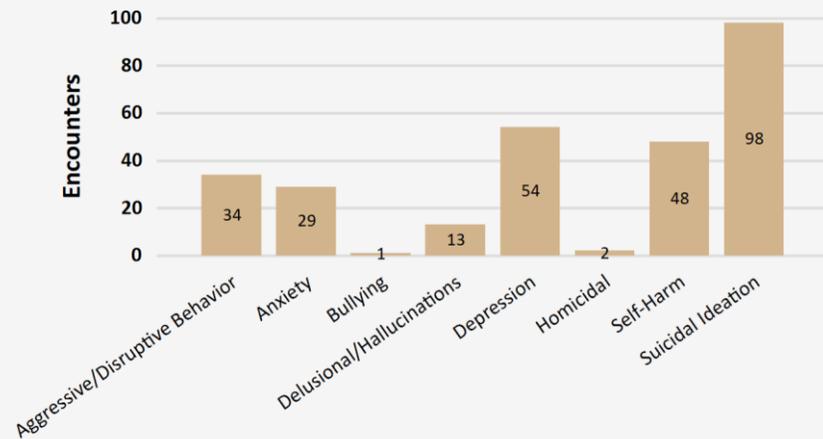


<https://vimeo.com/554872475/5b93176c92>

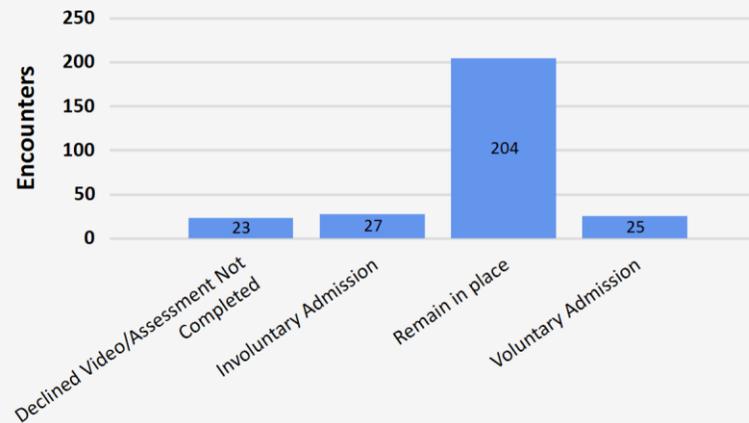
Encounters by Quarter



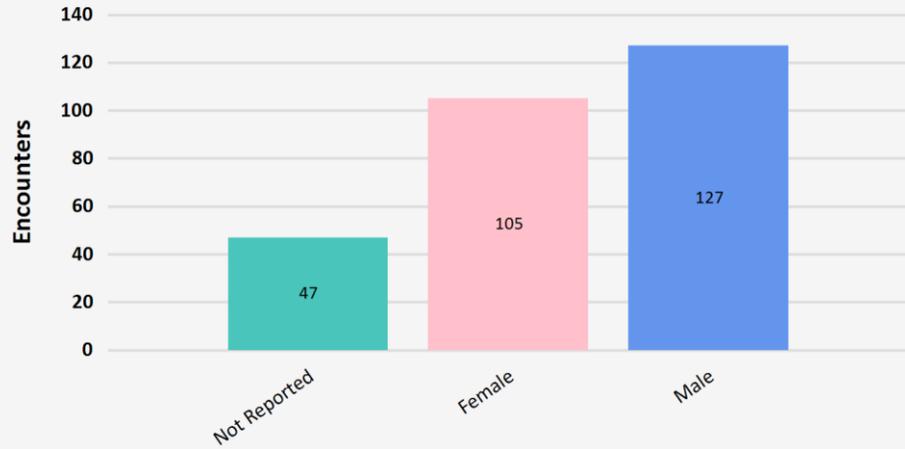
Nature of Request



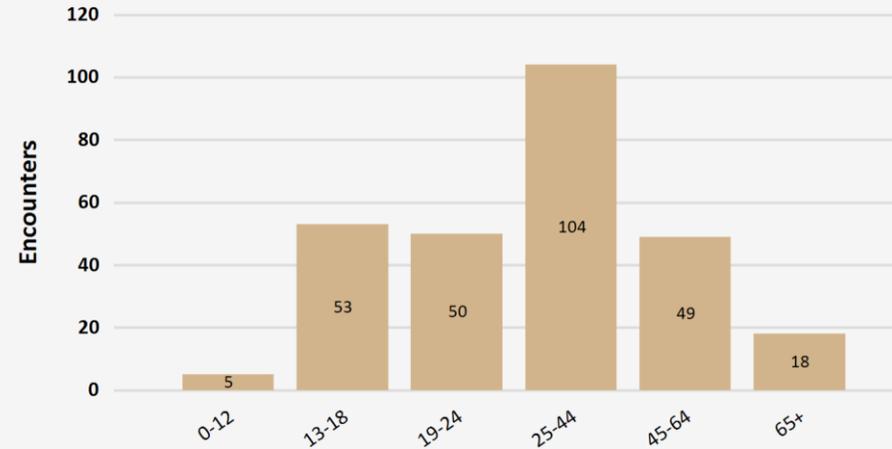
Recommended Outcome



### Gender



### Age Group



# Q&A

# Thank You

We look forward to working together to help serve those in need!

# CRISIS NOW PILLAR #2 – “Someone to Respond”

- Review of What We Know
  - Scott Johnson – Avel eCARE
- Mobile Crisis Response – Utilization & Updates
  - Southeastern Behavioral Health Care – Kris Graham, CEO
  - Capital Area Counseling Services – Jennifer Gray, President & CEO
- Other mobile crisis services in development?

# CRISIS NOW PILLAR #3

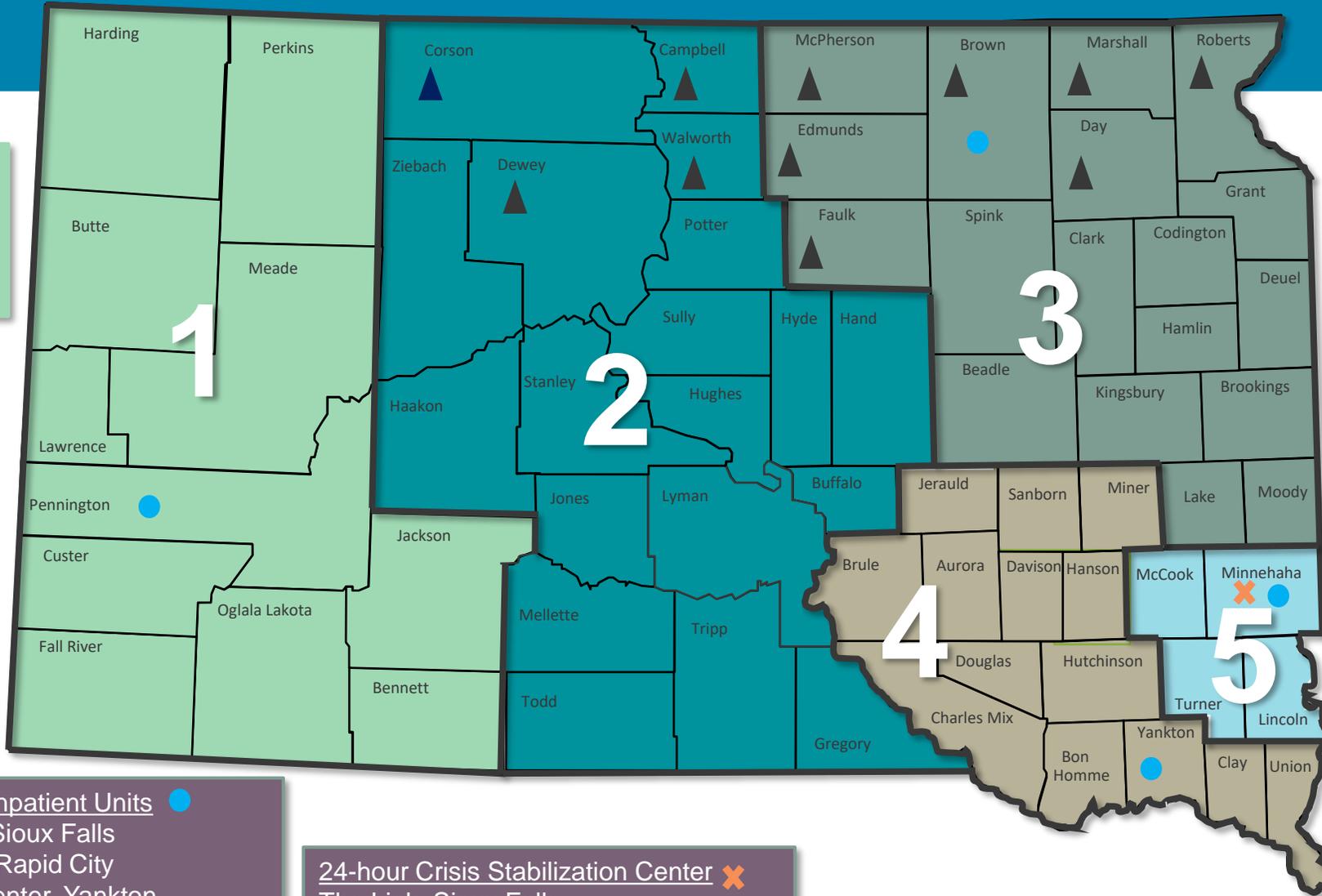
Somewhere to Go

# CRISIS NOW PILLAR #3 – “Somewhere to Go”

- Refresh – Existing Crisis Receiving Facility Capacity Today
  - Melanie Boetel – Division Director, SD Division of Behavioral Health
- Appropriate Regional Facilities – Update & Timeline
  - Behavior Management Systems – Amy Iversen, CEO
  - Human Service Agency – Kari Johnston, Executive Director
  - Avera St. Luke’s – Thomas Otten, Behavioral Health Line Administrator
  - Lewis & Clark Behavioral Health Services – Thomas Stanage, Executive Director

# Appropriate Regional Facility Capacity

**Region 1:**  
Care Campus /  
Behavior  
Management  
Systems



**Region 3:**  
Human Service Agency  
Avera St. Luke's

**Behavioral Health Inpatient Units**

- Avera McKennan, Sioux Falls
- Monument Health, Rapid City
- Human Services Center, Yankton
- Avera St. Luke's, Aberdeen

**24-hour Crisis Stabilization Center**

- The Link, Sioux Falls

**Region 4:**  
Lewis & Clark Behavioral  
Health Services

# Coalition Round Table Updates

# Workgroups Planning



MARKETING &  
COMMUNICATION



CRISIS RESPONSE  
SERVICE DEVELOPMENT



STATUTE /  
POLICY REVIEW



DATA TRACKING &  
PLANNING



Thank You